JOB DESCRIPTION

Job Title: Product Operations Co-ordinator

Grade: C

Department: Product

Main purpose of job:

The Product Operations Co-ordinator will support with the running of CAF's product function, including product governance, coordination of product-led initiatives, team administration and data insights. This includes coordinating monthly Product Governance Committee meetings and associated actions and open initiatives, supporting the team with the completion of product risk assessments and annual reviews. They will also support the Heads of Department in product operations and be an integral part of making sure the Product function operates smoothly.

This role will work closely with CAF's Change Management and Business Performance teams to create a consistent approach to change management and governance.

Responsible to: Senior Product Manager

Budgetary responsibilities: None

Responsible for (staff/jobs): None

Key Job Responsibilities:

Product Governance:

- Prepare and distribute the agenda, minutes, and materials for the monthly Product Governance Committee meetings, ensuring that all deadlines are met and that relevant stakeholders are informed and engaged.
- Track and monitor the progress of open Product Governance initiatives and actions, following up with Product Managers and other owners on the status, deliverables, and deadlines, providing up-to-date status reports.
- Track and monitor open actions from annual product reviews, providing the team with a holistic picture of actions and identifying where there are overlaps.
- Create, maintain and update a product governance dashboard reporting on the key performance indicators, key product risks, issues, and opportunities of the product portfolio.
- Support the continuous improvement of the product governance framework, processes, and tools, identifying and implementing best practices and enhancements.

Product operations

- Undertaking regular analysis of available data through the Product and Finance Dashboards, to provide team with insights to inform product decisions and enable monitoring of product performance
- Building and maintaining strong partnerships with key internal stakeholders – Client Relation teams, Data Insights Business Performance Unit, Customer Ops, Marketing, Finance, IT, Transformation etc.
- Lead internal comms on Product and ensure our Product Intranet site is up to date with latest annual product reviews, policy documents and our Product Register is maintained.
- Schedule and coordinate product team meetings, including preparing agendas, sending out invitations, and tracking actions.
- Take meeting minutes where needed, document action items, and follow up with team members on assigned tasks to ensure timely completion.
- Coordinate Product team on strategic planning process, including annual audience plans and budgeting process. Support in triaging / prioritising new tasks
- Identify training requirements and guidance for Product Managers and other stakeholders e.g. on the product governance framework, policies, and procedures.
- Support Senior / Product Managers with workload as required including carrying out periodic checks on our online portal to ensure that pages and links are functional.

CAF Values and Behavioural Indicators

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: CAF values and indicative behaviours for the CAF Values and Behavioural Indicators.

PERSON SPECIFICATION

Job title: Product Operations Co-ordinator

Date: June 2025

Attributes	Essential ✔	Desirable ✔	How Evidenced
Experience			
• Experience of tracking and managing MI	✔		A/C
• Proven track record in delivering results	✔		A/C
• Experience of stakeholder management	✔		A/C
• Administration including meeting scheduling, minutes and action tracking	✔		A/C
• Product Management experience		✔	A/C
• Direct customer service/client relations experience		✔	A/C
• Experience of working with governance frameworks		✔	A/C
• Proven experience of budgeting, reporting and analysis, P&L management		✔	A/C A/C
• A background in administration / coordination ideally within the context of a Product team or governance context		✔	A/C
Specialist Skills/ Ability/Knowledge			
• Understanding of product governance and how it leads to good customer outcomes		✔	A/C/T
• Strong proficiency with Microsoft Office tools, including Excel, PowerPoint, Word and SharePoint.	✔		A/C/T
• Attention to Detail: for accurate record-keeping, updating reports, tracking actions, and maintaining data integrity.	✔		A/C/T
• Excellent teamwork skills	✔		A/C/T
• Excellent administration skills and ability to self-organise	✔		A/C/T
• Strong analytical, problem-solving, and decision-making skills.	✔		A/C/T
• Ability to work independently and as part of a team.	✔		A/C/T
• Strong Organizational Skills: To manage schedules, resources, and documentation effectively.	✔		A/C/T
Communication			
• Excellent written, verbal and presentation skills	✔		A/C/T
• Ability to write reports and make presentations across different levels	✔		A/C/T
• Strong interpersonal skills	✔		A/C/T
Personal Qualities			
• Sound commercial acumen		✔	A/C
• Willingness and excitement to delve into data and systems and be comfortable with complexity	✔		A/C
• Results driven	✔		A/C
• Proactive problem solver	✔		A/C
• Ability to prioritise own work according to wider CAF objectives	✔		A/C

• Self-motivated, energetic and enthusiastic	✔		A/C
Prior to Appointment All posts: • Credit Check • Dow Jones Check • Basic DBS Check • Employment References • Medical Clearance • Right to Work in the UK	✔ ✔ ✔ ✔ ✔ ✔		R/E

Key

R = References, **E** = Evidence/Certificates, **A** = Application, **C** = Competency Interview, **T** = Testing/Assessment